

United States Senate

WASHINGTON, DC 20510

August 12, 2014

General Paul J. Selva, USAF
Commander
United States Transportation Command
508 Scott Drive
Scott Air Force Base, IL 62225-5357

Dear General Selva:

I write concerning the contract for shipping personal vehicles between bases when servicemembers are assigned to new locations. Known as the Global Privately Owned Vehicle Contract (GPC), performance issues since the contractor changed on April 1, 2014, in a contract worth up to \$919 million in five years continue to generate constituent contacts to my office. Personal cars are both an absolute necessity for transportation on many bases as well as a substantial investment for many families. Delays and damage during shipping are unacceptable to our servicemembers and military families who already sacrifice so much. I have heard about this issue from military spouses and senior NCOs.

In February, my office first contacted USTRANSCOM with concerns there would be a disruption or degradation in service with contractor changeover. We were assured USTRANSCOM was closely monitoring preparation of the new contractor and was confident there would be minimal problems with its assumption of contractual duties.

Today, there is much to be done before we regain the previous level of service for our servicemembers. By all accounts, the failure to meet required delivery dates is substantially higher than before the transition. Vehicle damages rates also appear higher. Many servicemembers are stymied by their inability to get in-transit visibility on their vehicles' locations. Social media has substantial accounts of frustration and anger.

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Although I support your standing up a special team to address the contract performance issues, I remain concerned about the ongoing hardship placed upon our military families for deliveries that do not meet contract specifications. Please advise me at what point you expect to have the new contractor meeting its contractual requirements and what additional measures you plan on taking to make this happen. If you have any questions or would like to discuss this further, please do not hesitate to contact my Special Assistant for Military and Veterans Affairs, Bob Doehl, at (907) 271-5915 or bob_doehl@begich.senate.gov.

Sincerely,



Mark Begich
United States Senator